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Service Plan

Fiscal Year 2015

What are the services we provide?		What are the methods used to provide each service?	What are the standards of performance for each service?	What performance measures are used to gauge compliance with the standards?
1. Capital Development Design and Construction Management	a) Architectural Programming, Design and Construction Services			
	To define the purposes, needs and uses of a proposed structure. Beginning with the preliminary planning phase and when funded, continue through design, construction and warranty phases.	Utilizes value based selection process to acquire consultants for all Programming and Design services in compliance with the specific delivery methods	Design high quality state buildings that will surpass fifty years of expected use. Employ lifecycle cost effective measures that comply with the DFCM design standards and high performance building standards. Complete work within the schedule and under budget.	Past performance ratings; schedule, cost and quality compliance; meet or exceed building performance standards.
	b) Selecting private sector professionals			
	Architect, Engineering, and Consultant Services.	Utilizes value based selection process to acquire consultants for all Programming, Design and Consultant services in compliance with the specific delivery methods	Provide detailed but concise proposals to address the requirements of the SFC. Demonstrate through proposal and interviews the ability to design high quality state buildings that will surpass fifty years of expected use. Employ lifecycle cost effective measures that comply with the DFCM design standards and high performance building standards. Show how work will be performed within the schedule and budget.	Interviews and Evaluation of SFC response to determine the team that is the best fit and provides the best value to the state
c) Awarding Construction bids				

What are the services we provide?		What are the methods used to provide each service?	What are the standards of performance for each service?	What performance measures are used to gauge compliance with the standards?
		Utilizes value based selection process to acquire General Contractor or Construction Manager General Contractor (CM/GC) services in compliance with the specific delivery methods	Provide detailed but concise proposals to address the requirements of the RFP. Demonstrate through proposal and interviews the ability to Construct high quality state buildings that will surpass fifty years of expected use. Employ lifecycle cost effective measures that comply with the DFCM design standards and high performance building standards. Complete work within the schedule and budget.	Interviews and Evaluation of RFP response and costs compared to budget estimates and schedules.
	d) Conducting Value Engineering			
		Through a system of investigation unnecessary expenditures are avoided, resulting in improved value and economy.	Construction costs/square foot below industry standard. Comparison of costs with construction budget estimate (CBE)	Results of value engineering process.
	e) Overseeing the design and construction of the building			
		In the construction of projects, we use Design/Bid/Build, Construction Management/General Contractors(CMGC) and Design/Build delivery processes.	Selection of an established construction delivery system, project management goals and workload. Specific drawing requirements are dictated by the current version of the DFCM design manual	Customer service evaluations. Project objectives that are measured are: on time and on budget, high quality and compliance with standards.
	f) Testing and Inspection			
		Utilizes value based selection process to acquire consultants for all testing and inspection services.	The State of Utah has adopted codes, standards, rules, and statutes for accreditation and licensing of services provided by these consultants.	Past performance reports and rating systems of consultants to include timely submission of required code reports, notifications of non-compliance, and provided these services within the contract budget.
	g) Establishing substantial completion date, Punchlist Preparation and Follow-up			
		Construction Management, Project managers establishes schedule and completion processes	Substantial completion by contract date, punchlist completion within 30 days. 1 year warranty inspection reports indicate compliance w/ project schedule	Past performance ratings and when warranted use of liquidated damages.
	h) Operations & Maintenance Training of Agency Staff			
		Monthly training agenda	Insure participation and understanding. Implementation of standardized documents	Past performance ratings and when warranted use of liquidated damages..
	h) Monitoring Warranty Period			
		DFCM Project manager continues service through one year warranty period	Warranty issues are managed timely. One year warranty inspection conducted by project manager, project manager and available commissioning consultants.	Past performance ratings and when warranted use of liquidated damages..
What are the Costs associated? No service fees – Salaries/benefits paid for out of administrative budget				
2. Capital	a) Selecting Design Consultants			

What are the services we provide?		What are the methods used to provide each service?	What are the standards of performance for each service?	What performance measures are used to gauge compliance with the standards?
Improvement Design and Construction Management		Direct Award or utilization of value based selection process to acquire consultants for all Programming and Design processes in compliance with the specific delivery methods	Provide detailed but concise proposals to address the requirements of the SFC. Demonstrate through proposal and interviews the ability to design high quality state buildings that will surpass fifty years of expected use. Employ lifecycle cost effective measures that comply with the DFCM design standards and high performance building standards. Show how work will be performed within the schedule.	Interviews and Evaluation of SFC response to determine the team that is the best fit and provides the best value to the state.
	b) Value Based Selection of Contractors			
		Utilizes value based selection process to acquire General Contractor services in compliance with the specific delivery methods	Provide detailed but concise proposals to address the requirements of the RFP. Demonstrate through proposal and interviews the ability to Construct high quality state buildings that will surpass fifty years of expected use. Employ lifecycle cost effective measures that comply with the DFCM design standards and high performance building standards. Complete work within schedule.	Interviews and Evaluation of RFP response and costs compared to budget estimates and schedules.
	c) Multi Step Bidding Process			
		Step 1. Contractors are asked for proof of qualification and proposed approach. Step 2. Invitation to bid. Including a notification and project specific information is given to each pre-qualified contractor.	DFCM rating system wherein contractors must maintain a score of a 4.0 or higher on each project to stay qualified, as well as an ongoing recertification.	An unbiased selection committee is selected for all bid processes. Teams that meet a minimum standard of 85 out of a possible 100 points are selected to engage in the bidding process.
	d) Management of Construction Delivery			
		In the construction of projects, we use Design/Bid/Build, Construction Management/General Contractors(CMGC) and Design/Build delivery processes.	Fiscal year projects on time completion.	Customer service surveys and monthly interviews with each Project Manager individually
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3. Facilities	a)Management and Maintenance			

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Maintenance and Management Services	DFCM provides complete building and grounds maintenance service to state agency customers.	DFCM provides this service through a statewide operation consisting of geographically managed facility groups. Most service is provided by division employees, with specialized service provided through contracted vendors	Maintenance cost per sq. ft.	Maintenance Cost – comparison against industry standards published by BOMA Facility Audits – Results of annual audit of standards adopted by State Building Board. Compliance acceptable above 90% rating Customer Survey Results – Customer approval rating per facility complex
	DFCM provides energy management and automation service to our agency customers		Facility audit results Customer survey results	
What are the Costs associated? DFCM contracts with state agencies and institutions through annual Operation & Maintenance Agreements to provide program funding. Revenue levels are justified and approved through the state rate process and collected on a quarterly basis.				
4. Real Estate Services Lease/Purchase/Sell/Bond –	a) Leasing and Property Management			
		We manage over 400 leases for 27 state agencies that cover the spectrum of agency needs through direct contact based on issues.	Lease rates at or below current industry rates, secure lease options at fixed or below fair market value rates, and customer satisfaction.	Manager review and signing of final leasing documents and customer survey.
	b) Procurement (new) Leased Properties			
		Request for Proposals (RFP) process.	Compliance with procurement code and customer satisfaction.	Procurement code guidelines and customer survey.
	c) Renewal and Amendments			
		Direct negotiation with landlords and agency representatives.	Lease rates at or below current industry rates and customer satisfaction.	Manager review and signing of lease renewal option amendments and customer survey.
	d) Property Acquisition and disposal			
		Market search and direct negotiation with property owners and potential buyers.	Market rates in the specific area based on the needs of the agency’s program and the long-term interest of the State.	Per real estate procedures and customer survey.
	E) General Obligation and Lease Revenue Bonds			
	Sealed Bid method working with the State Treasurer, Governor’s Office of Planning and Budget, State Attorney General’s Office and the State’s Financial Advisor.	Market rates on the bonds that are issued based on the State’s credit rating and the specific projects that are funded by the bonds.	The interest rate of the bond issued compared to the current market rate.	
What are the Costs associated? No service fees – Salaries/benefits paid for out of administrative budget				
5. Staff Support to Building Board/Governor’s Office/Legislature	a)			
	b)			
What are the Costs associated? No service fees – Salaries/benefits paid for out of administrative budget				
6. Building Official Code Review and Inspection Service	a) Review All Drawings for Code Compliance			
		Meet with consultants during design phases to address code deficiencies and provide constructive input.	IBC (International Building Code), IPC (International Plumbing Code), IMC (International Mechanical Code),	10 day review time. The State Fire Marshalls will review and inspect buildings for code compliance. The

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		Review drawings and specifications for compliance with the State adopted building codes. Provide required correction comments to the designer. The review and approval of drawings is accomplished through an Electronic Document Management System.	NEC (National Electrical Code), IECC (International Energy Conservation code), ADA (Americans with Disabilities Act) and DFCM Standards	Fire Marshall will provide a Certificate of Fire Clearance to the State Building Official.
		Coordinate the review process with the state fire Marshall and risk management and DFCM project managers.		
		Issue “approved for construction” drawings.		
	b) Coordinate the Field Inspection Process and Resolve Code Issues			
		Approve private code inspection and materials testing firms to perform field code inspections for DFCM.	Inspection firms must provide proof of International Code Council certifications for all aspects of construction.	All inspectors are licensed by the Utah Division of Occupational and Professional Licensing
		Approve individual inspector’s qualifications.	International Code Council Certifications in all State adopted building codes	All inspectors are licensed.
		Review inspection reports for code violations and inspectors time in the field	Inspector compliance with the Utah the Uniform building standards act; 56-58 and Rules 56-156.	All inspectors are licensed.
	c)Issue a C/O (Certificate of Occupancy)			
		Review the EDMS to ensure that all required code deficiencies have been corrected and final inspections are provided by the code inspector, the Fire Marshall, the State Elevator inspector and the State Boiler inspector.	The IBC section 110 creates the standards for C/O procedures.	A Certificate of Occupancy us issued on all new buildings.
		Require and collect final inspection from the code inspections, special inspectors and the Fire Marshall	The IBC section 110 creates the standards for C/O procedures.	
What are the Costs associated? No service fees – Salaries/benefits paid for out of administrative budget				
7. Statewide	a) Administer State Building Energy Efficiency Program (SBEPP) (Utah Code 603A-5-701)			

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Energy Efficiency Services		<ul style="list-style-type: none"> - Agency advisory Meetings/Bi-annual meeting, Spring & Fall. One for higher ed.& ATCs and one for agencies - Capital Improvement Project EE Design Review and Implementation - Incentive Collection and Tracking - Energy Projects; Develop, funding development, design and implementation - Capital Development Projects involvement through HPBS standards - Collect Utility data and cost from all agencies 	<ul style="list-style-type: none"> - Bi-annual meeting, Spring & Fall. One for higher ed.& ATCs and one for agencies - Review project scoping documents and include EE language in scope; review energy points awarded in scoring criteria by Building Board; - collect all applicable incentives on Development and Improvement projects - Apply for grants, work through creative funding strategies with approval of Building Board, manage projects - manage and adjust HPBS based on current code and industry trends - Energy Star ratings, evaluation of centralized data collection for agencies without method to collect, annual report data collection 	<ul style="list-style-type: none"> - Semiannual meeting with representatives of agency/institutions to make sure we are covering topics relevant to their needs - FY Improvement project list evaluation annually and tracking and reporting on all incentives, # of EE projects annually - annual report of funds collected - report on all grants collected in annual report and report project details through AIM - collect and report on all EE design decisions in new construction annually report on savings - Annual reporting provided in Annual report <p>Annual Agency and SBEEP report includes all aforementioned measures</p>
	b) Administer State Facilities Energy Efficiency Fund (SFEEF) (Utah Code 63A-5-603)			
		Collaborate with customers on best use of SFEEF funds and promote use for good ROI projects. Aim for 5 year payback or less.	Applications collected reviewed approved and presented to Building Board for approval; loan agreements administered	Annual report on Simple Payback and ROI included in annual SBEEP report
	c) Administer ESCO procurement statewide in conjunction with state purchasing			
		Work with purchasing to issue pre-qualification RFP every 4-years, and every 4-months review additional submittals for pre-qualification selection. DFCM to form committee for each of the selections	All public entities seeking to use ESCO procurement to contact SBEEP Manager before proceeding for guidelines, direction, help as needed	Quarterly evaluation with Purchasing representative
What are the Costs associated? No service fees – Salaries/benefits paid through PVE funds				